



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Easy Call, Inc.**  
**for quarter ending December 31, 2007**

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information [730.510(a)(1)]	0.00	0.00	0.00	0.00
C. Repair Office Answer Time [730.510(b)(1)]	10.00	30.00	40.00	26.67
D. Business or Customer Service Answer Time [730.510(b)(1)]	36.00	35.00	35.00	35.33
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	0.00	0.00	0.00	0.00
H. Percent Repeat Trouble Reports [730.545(c)]	1.00%	4.00%	3.00%	2.67%
I. Percent of Installation Trouble Reports [730.545(f)]	1.00%	2.00%	0.00%	1.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**

Item I: outside issue att/due to extreme weather conditions or cable failure



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